Frozen meters and pipes

Some water meters and pipes sit above the ground and may be vulnerable to the cold, particularly when temperatures fall below zero.

Why do meters and pipes freeze?
When meters and pipes are exposed to very cold temperatures, the water held inside them can freeze.

This can result in your property having no water. It can also lead to serious damage. As water freezes, it expands and this can cause the meter to burst and/or pipes to split.

How do I thaw my meter and pipes?
Ideally you should wait for frozen meters and pipes to thaw naturally as the temperature rises.

If you cannot wait, pour lukewarm water over the frozen meter or pipe. Never use boiling or hot water as this increases the chance of pipes splitting.

The best solution, however, is to prevent your meter and pipes freezing in the first place. Following are some tips you can try at home.

How do I prevent my meter from freezing?
On cold nights, cover your water meter with an item that traps the air around it. A bucket, cardboard box, hessian bag or old tyre are all good options.

Make sure the cover can be easily removed for meter reading and maintenance. Do not bury your meter as we need 10cm clearance for access.

How do I prevent my pipes from freezing?
Any pipes above ground may be vulnerable to the cold. To avoid pipes freezing, you can insulate your pipes. Various insulation options are available from local hardware stores.

Cover exposed pipes with insulation so that it fits snugly and pay special attention to joints and bends.

Before you start, make sure the pipes are clean and there are no leaks. Leaks can saturate the insulation, making it ineffective.

What do I do if my water meter splits or breaks?
Call Western Water on 1300 650 425 to report any problem with your meter. We will arrange for a replacement.

What do I do if my pipes split or break?
It is your responsibility to repair damage to pipes on your side of the water meter. Call a licenced plumber to arrange for repair.

If pipes on Western Water’s side of the meter (that is, the water supply before your meter), please contact Western Water on 1300 650 425 immediately to arrange for repair.

For more information call 1300 650 422 or visit us at westernwater.com.au